



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**July 1, 2002**

### **CORRECTIONAL SUPPORT TRADES SUPERVISOR**

A1L1TX TO A1L4XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses four levels in the Enforcement and Protective Services occupational group and describes correctional supervisory work in the maintenance, housekeeping, food service, or other labor, trade, or craft occupations. In addition, the work includes security and control of offenders or youth in or about a secure facility. The work includes the planning, preparation, acquisition, service, or storage of food, raw materials or equipment; the general maintenance and repair of buildings, fixtures, equipment, systems or other items; and/or the housekeeping, laundry, or any other occupation not covered in other classes. Although these classes are primarily oriented to the maintenance, food service, or housekeeping occupations, the work includes ongoing responsibility for the training of offenders or youth in the food service trade. This includes oversight, supervision, intervention, or evaluation of offenders or youth to assure the safety and security of property and others. This work includes the enforcement of statutes, regulations, orders, and procedures of the facility.

For purposes of determining supervision, positions supervising offenders or youth may fit the definition of supervision if the position performs these elements of supervision: issuing performance corrective actions and initiating disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. This includes offenders in a wage-earner role in an employer/employee relationship. Positions "supervising" a work crew of "as assigned" offenders or youths do not meet the above elements of supervision.

**INDEX:** Correctional Support Trades Supervisor I begins on page 2, Correctional Support Trades Supervisor II begins on page 3, Correctional Support Trades Supervisor III begins on page 5, and Correctional Support Trades Supervisor IV begins on page 6.

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

**CORRECTIONAL SUPPORT TRADES SUPERVISOR I    A1L1TX**

**CONCEPT OF CLASS**

This class describes the first supervisory level. In addition to performing fully-operational work in trades occupations, positions in this level have supervisory responsibility for offenders or youth. This supervision entails assigning and evaluating work, handling informal grievances, initiating corrective and disciplinary actions, and participating in the hiring and firing of the youth/offenders. Positions are expected to train the offenders or youth on skills and knowledge in the trades occupation. The work includes responsibility for the security and control of equipment, raw materials, and other resources. Positions are actively involved in the physical control of persons assigned to them. This class also describes those positions receiving orientation and training to the work setting within the initial probationary period.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, positions decide what and how certain food preparation actions are required to complete menus.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study equipment and materials information to determine what it means and how it fits together in order to get practical solutions in the form of completed work assignments in the food service occupation. Guidelines in the form of master menus, dietary guidelines, trade practices, codes or specifications, health or sanitation regulations, facility directives and agency processes exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines, which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, positions choose the appropriate type of maintenance or repair action when failures occur.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions discover causes of unsanitary conditions by probing for information on the problems.

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions advise case managers and security officers on appropriate responses to linen control processes to preclude losses and thefts.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a work leader or supervisor. The work leader is partially accountable for the work product of two or more full-time equivalent positions (typically offenders or youth), including timeliness, correctness, and soundness. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**OR**

The supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. Positions supervised are typically offender or youth employees of the unit. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**CORRECTIONAL SUPPORT TRADES SUPERVISOR II A1L2XX**

**CONCEPT OF CLASS**

This class describes the second supervisory level. In addition to the work described in the previous class, positions in this level decide the trades work processes used by others. This class differs from the Correctional Support Trades Supervisor I in the Decision Making and Line/Staff Authority factors.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. For example, maintenance positions have authority to decide how preparation and serving work processes will be completed in conjunction with established facility security processes. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions decide the raw material and equipment control and inventorying processes for the maintenance operation. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study equipment and materials information to determine what it means and how it fits together in order to get practical solutions in the form of completed work assignments in the food service occupation. Guidelines in the form of master menus, dietary guidelines, trade practices, codes or specifications, health or sanitation regulations, facility directives and agency processes exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines, which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, positions choose the appropriate type of substitute item when shortages occur.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of both of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions interview managers and security supervisors to determine the adequacy of food service.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions advise duty officers on plant operations to solve maintenance problems on weekends.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a work leader or supervisor. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**OR**

The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**CORRECTIONAL SUPPORT TRADES SUPERVISOR III A1L3XX**

**CONCEPT OF CLASS**

This class describes the third supervisory level. In addition to work described in previous classes, positions in this level adapt processes to the standards and programs of the agency. This class differs from the Correctional Support Trades Supervisor II class in the Complexity, Purpose of Contact, and Line/Staff Authority factors.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. For example, positions use general health codes and ACA standards to decide housekeeping processes. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions examine professional food service operation standards in order to determine preventative sanitation operations. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of concepts and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, positions plan maintenance repair programs with other occupations, such as security and housing supervisors/managers. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with concepts and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions prepare facility plans for equipment replacements and ways to gain food or sanitation cost savings.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of at least two of the following:

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions interview other staff members to determine food service problems.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions advise duty officers on food service or maintenance operations to solve problems on weekends.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories. This goes beyond what has been learned in training or repeating information that is available in another format. For example, positions train security/housing supervisors on food service and sanitation requirements and standards.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. Positions supervised must be in this class series or in similar conceptual levels in other classes. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**CORRECTIONAL SUPPORT TRADES SUPERVISOR IV A1L4XX**

**CONCEPT OF CLASS**

This class describes the operating manager level and is typically only used in food service operations. Positions in this level perform administrative and supervisory work in directing the food service operations in a facility. Positions are involved in the preparation, presentation, and justification of a food service budget; policy determinations and implementation of such; administration on matters of food service planning, operational procedures, equipment replacement, and staffing levels; and, determining priorities for raw materials procurement. This class differs from the Correctional Support Trades Supervisor III class in the Decision Making and Line/Staff Authority factors and possibly in Complexity.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the interpretive level, as described here. Within limits of the strategic master plan and allocated human and fiscal resources, choices involve determining tactical plans to achieve the objectives established by the higher management (strategic) level. This involves establishing what processes will be done, developing the budget, and developing the staffing patterns and work units in order to deploy staff. For example, positions decide labor and equipment cost forecasts, improvements to

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

efficiency, and special dietary capabilities for the facility. This level includes inventing and changing systems and guidelines that will be applied by others statewide. By nature, this is the first level where positions are not bound by processes and operations in their own programs as a framework for decision making and there are novel or unique situations that cause uncertainties that must be addressed at this level. Through deliberate analysis and experience with these unique situations, the food service manager or expert determines the systems, guidelines, and programs for the future. For example, positions determine facility and equipment replacement needs for the future.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of concepts and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, positions plan food service programs with other occupations, such as security and housing supervisors/managers. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with concepts and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions prepare plans for equipment replacements and ways to gain food cost savings.

**OR**

The nature of, and need for, analysis and judgment is strategic, as described here. Positions develop guidelines to implement a program that maintains the agency's mission. Guidelines do not exist for most situations. In directive situations, positions use judgment and resourcefulness to interpret circumstances in a variety of situations and establish guidelines that direct how a departmental/agency program will be implemented. For example, positions develop long-range plans for facility remodeling efforts.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of all of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions interview other facility managers to determine food service problems before crisis develop.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions advise other supervisors on capabilities of food service systems.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories. This goes beyond what has been learned in training or repeating information that is available in another format. For example, positions clarify the underlying rationale of dietary requirements or limits on food service operations.

**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a manager. The manager must be accountable for multiple units through the direct supervision of at least two subordinate Correctional Support Trades Supervisor IIs or IIIs or comparable positions; and, have signature authority for actions and decisions that directly impact pay, status, and tenure. Elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, second-level signature on performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**DEFINITIONS**

**Food Service:** This occupation describes work in the planning, purchasing, storing, preparation, and service of meals to offenders.

**General Maintenance Trades:** This occupation describes general building maintenance and repair work in the building trades such as carpentry, painting, etc. Positions perform or supervise maintenance and repair of buildings, fixtures, or other equipment. Physical plant supervision/management describes work in planning and oversight of the maintenance, repair, or construction of facilities, grounds, and utilities.

**Housekeeping & Laundry:** This occupation describes work involving cleaning and maintaining buildings, furnishings, equipment, and surrounding areas. The laundry occupation describes work supervising the sorting, washing, drying, mending, ironing, folding, and distributing linens and garments.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel & Administration web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Effective 7/1/02 (DLF). EPS Consolidation Study. Consolidated Maintenance (A1G), Food Service (A1F), and Housekeeping/Other (A1J) classes into this series. No pay grade changes. Published as proposed 5/8/02.

Revised 3/1/96 (DLF). Added Youth Service's use of first class. Published as proposed 1/15/96.

Revised 5/1/95 (DLF). Published as proposed 3/22/95.

Revised 12/30/94 (DLF). Published as proposed 9/15/94.



**CLASS SERIES DESCRIPTION (Cont'd)**  
**CORRECTIONAL SUPPORT TRADES SUPERVISOR**  
**July 1, 2002**

Revised 9/1/93 (DLF). Job Evaluation System Revision project. Published as proposed 6/11/93.

Revised 4/17/91. Changed salaries.

Revised 3/1/90. Changed pay differential on Supervisor I (A8754).

Revised 7/1/87. Changed options, nature of work, and entrance requirements.

Revised 7/1/82. Changed titles and nature of work.

Revised 7/1/81. Changed class codes, titles, nature of work and entrance requirements.

Created 5/1/78.

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
C. S. Trades Supervisor I	Operational	Patterned	Detect or Advise	Work Leader or Unit Supervisor (offenders)
C. S. Trades Supervisor II	Process	Patterned	Detect & Advise	Work Leader or Unit Supv. (1 in series)
C. S. Trades Supervisor III	Process	Formulative	2 of: Detect, Advise, or Clarify	Unit Supervisor (all in series)
C. S. Trades Supervisor IV	Interpretive	Formulative or Strategic	Detect, Advise, & Clarify	Manager

ISSUING AUTHORITY: Colorado Department of Personnel & Administration